

# IT Help-Desk Ticketing System

## Project Goal:

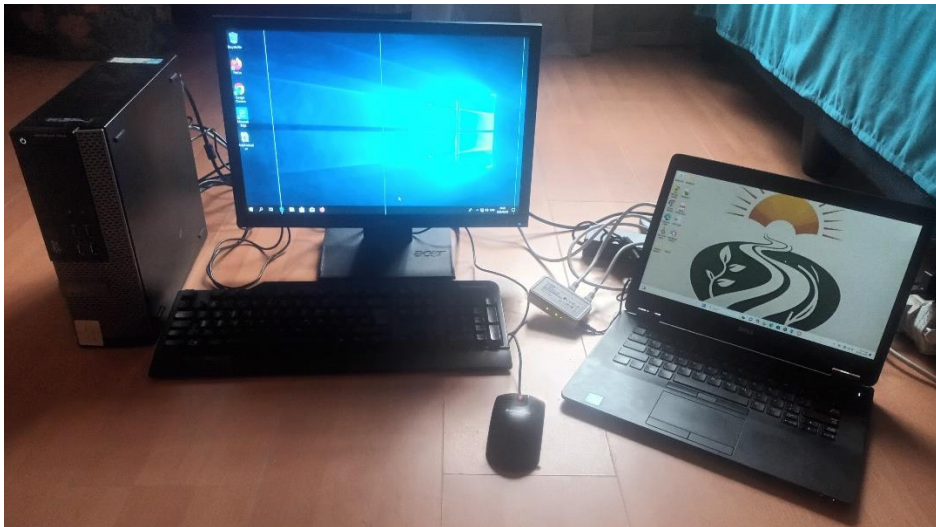
To simulate a real workplace IT support environment using:

- **Hesk** ticketing system
- A small LAN
- Real hardware
- Proper ticket documentation

## Equipment Used:

- Laptop (IT Support/ Admin)
- Desktop computer (End User)
- D-Link switch
- Ethernet cables

## Network Setup:



## IP Addressing Plan

Device	Department	Workgroup	IP Address
Laptop1	Management	MGMT	192.168.1.10
Desktop1	Operations	OPS	192.168.1.12

**Subnet Mask:** 255.255.255.0 or /24

## Network Topology:

Laptop1 → D-Link Switch

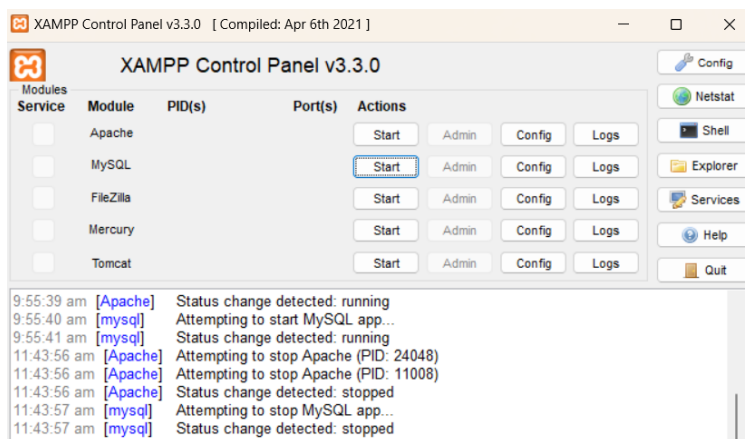
Desktop1 → D-Link Switch

## Phase 1: Install Hesk (Helpdesk server)

*HESH was installed on a local server using Apache. The system was configured to allow users to submit tickets and administrators to manage, respond to, and close tickets.*

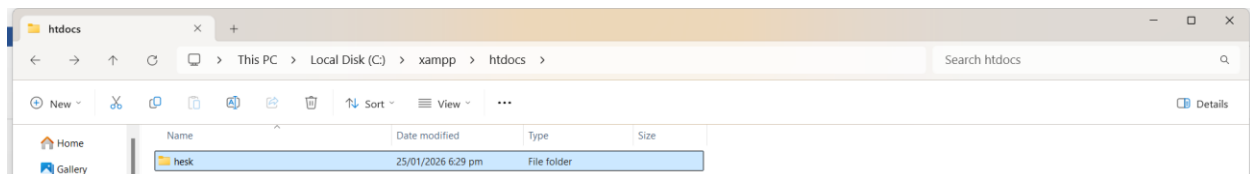
### 1. Download and Install XAMPP on Laptop1

- Apache
- MySQL
- PHP



### 2. Download and Install Hesk on Laptop1

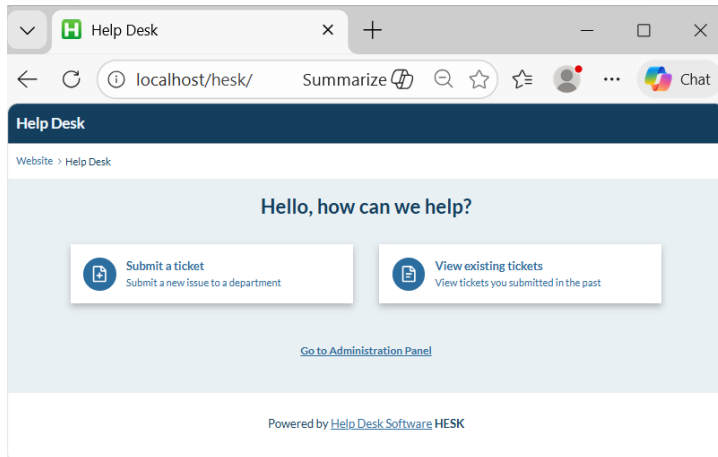
Place Hesk folder in: C:\xampp\htdocs\hesk



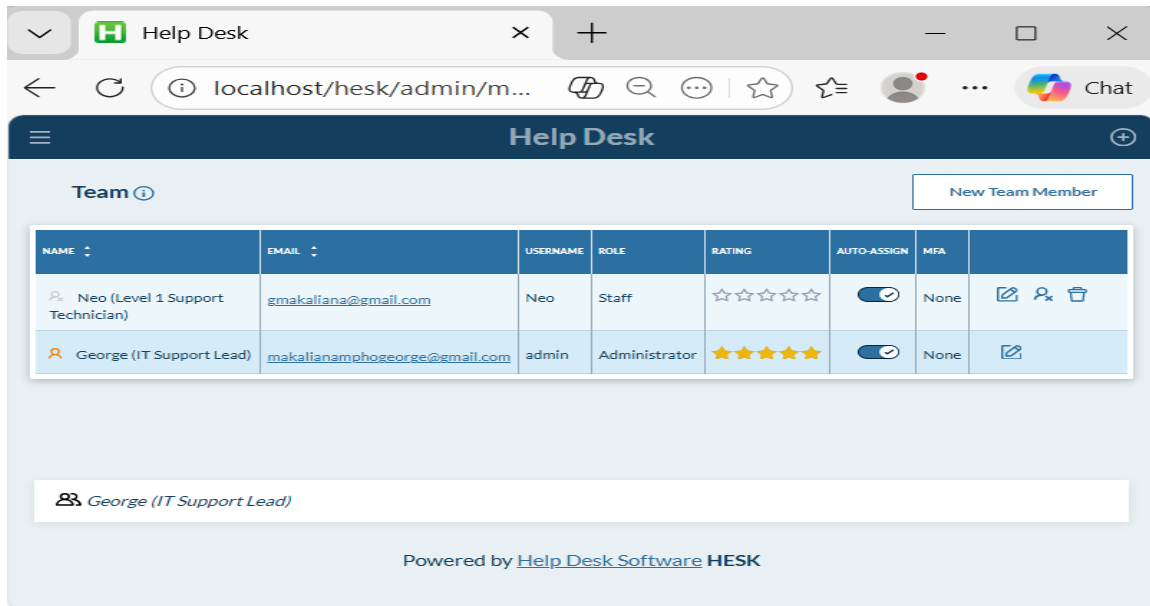
Access via browser: <http://localhost/hesk>

## Note:

- Remember to create a database using XAMPP
- Remember to start Apache (web server) and MySQL (Database server)



### 3. Create Admin & Technician Accounts



**Admin:** IT Support Lead

**Technician:** Level 1 Support

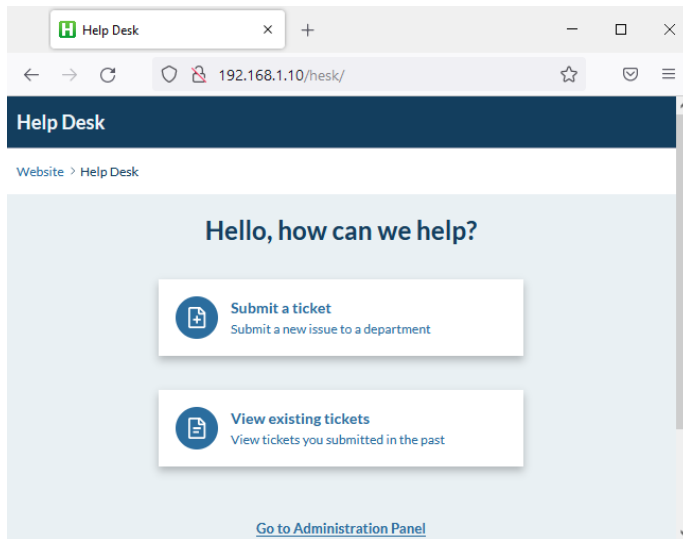
This Laptop1 acts as the IT helpdesk server.

### Phase 2: Simulate End User (Desktop1)

*A desktop computer was used to act as an end user. Realistic IT problems were reported through the HESK user interface to simulate how employees submit support requests in a workplace.*

The desktop computer is the user.

From the desktop browser: <http://192.168.1.10/hesk>

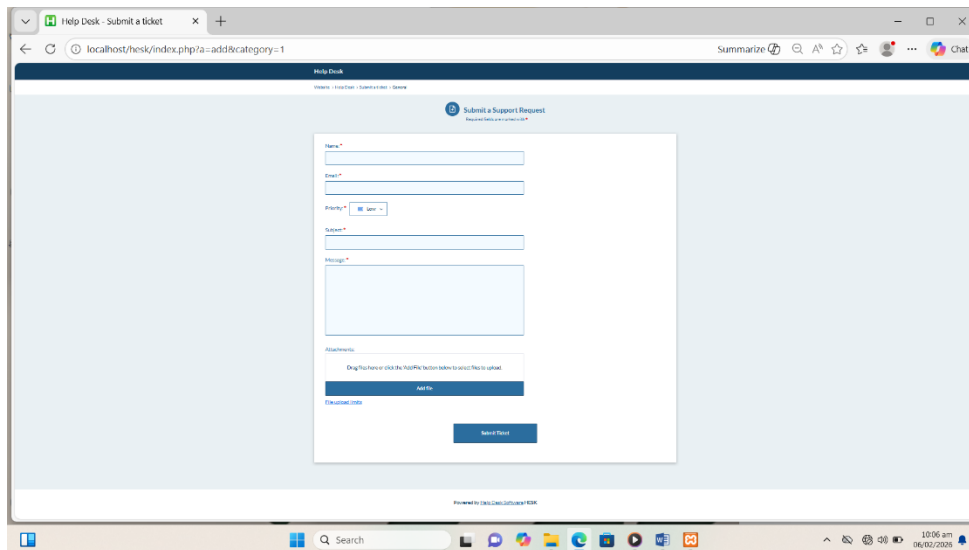


Desktop submits tickets like a real employee.

### Phase 3: Practice Ticket Scenarios (Realistic)

*Hardware, software, and network issues were intentionally created and submitted as tickets. Each ticket followed a standard format including priority, subject, and detailed problem description.*

Generating a ticket on Desktop as a user



Help Desk - Submit a ticket

192.168.1.10/hesk/index.php?a=add&category=3

## Help Desk

Website > Help Desk > Submit a ticket > Hardware

### Submit a Support Request

Required fields are marked with \*

Name: \*  
desktopuser

Email: \*  
desktopuser@gmail.com

Priority: \*  
Low

Subject: \*  
Mouse not working

Message: \*  
The mouse cursor does not move when I try to use the mouse.

Generated tickets list on Laptop1 logged-in as an admin:

Help Desk

localhost/hesk/admin/admin\_main.php

Summarize

Create New Ticket

George (IT Support L...)

Open tickets 9 Assigned to me 4 Collaborator 0 Assigned to others 5 Unassigned 0 Bookmarks 0 Due soon 0 Overdue 0

Auto reload page

TRACKING ID :	UPDATED :	CUSTOMER :	SUBJECT :	STATUS :	LAST REPLIER :	PRIORITY :
<input type="checkbox"/> ZHVYBE-BUSU	17:33	desktopuser	<a href="#">Helpdesk website not online</a>	New	desktopuser	High
<input type="checkbox"/> 4RS1SE-HDZY	17:43	desktopuser	<a href="#">No Network connection</a>	New	desktopuser	High
<input type="checkbox"/> 7ME-S1B-7WB3	17:46	desktopuser	<a href="#">Cannot access help-desk system</a>	New	desktopuser	High
<input type="checkbox"/> J7Z-G7B-1Y6S	16:59	desktopuser	<a href="#">Monitor shows "No Signal"</a>	New	desktopuser	Medium
<input type="checkbox"/> D41-S26-E3LX	17:20	desktopuser	<a href="#">Monitor not power/nt on</a>	New	desktopuser	Medium
<input type="checkbox"/> D8Z-9JY-SSDT	17:23	desktopuser	<a href="#">Visual Studio Code missing</a>	New	desktopuser	Medium
<input type="checkbox"/> EVG-WP1-9X12	17:50	desktopuser	<a href="#">Cannot access shared Music folder</a>	New	desktopuser	Medium
<input type="checkbox"/> UJO-33X-WSZA	17:11	desktopuser	<a href="#">Mouse not working</a>	New	desktopuser	Low
<input type="checkbox"/> WEZ-EAR-AVWJ	17:39	desktopuser	<a href="#">Unable to make attachments</a>	New	desktopuser	Low

Number of tickets: 9 | Number of pages: 1

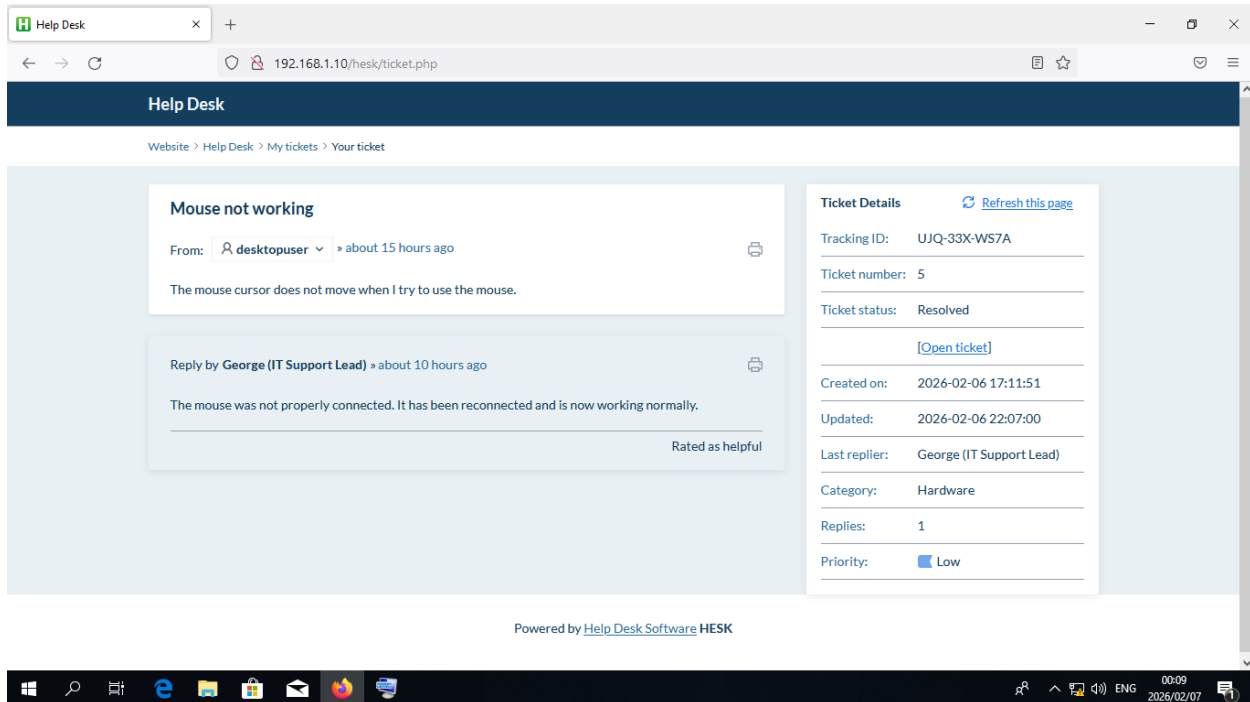
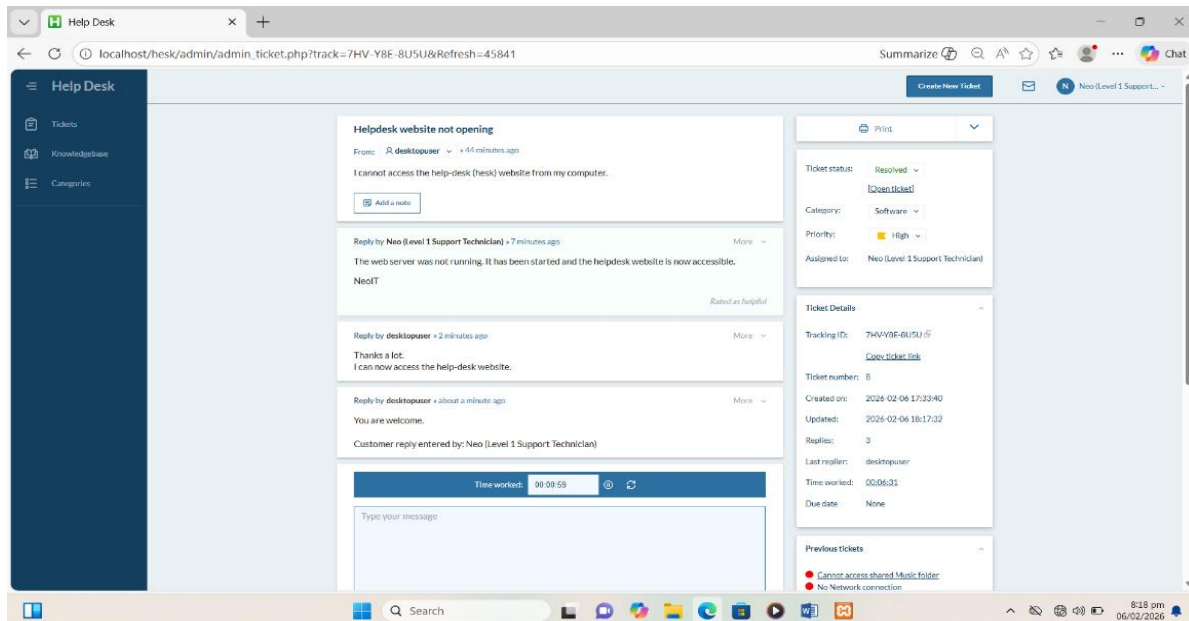
Tagged Ticket  
Assigned to me  
Assigned to other staff

With selected: Set priority to: Low Execute

Assign selected to: Click to Select Assign

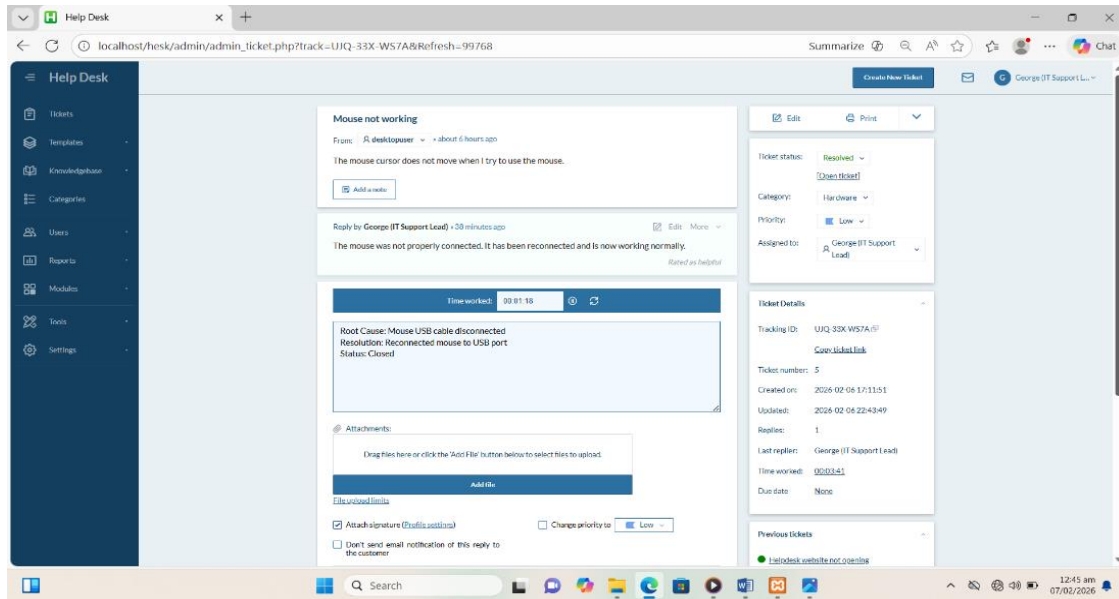
7:52 pm 06/02/2026

## Examples of Ticket Resolved (Helpdesk website not opening and Mouse not working):



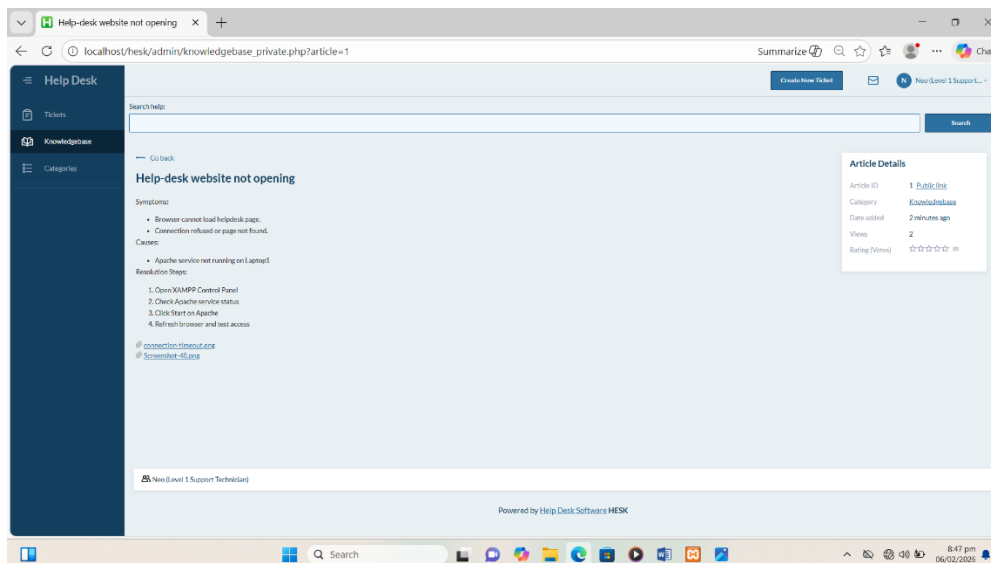
## Phase 4: Document Each Fix

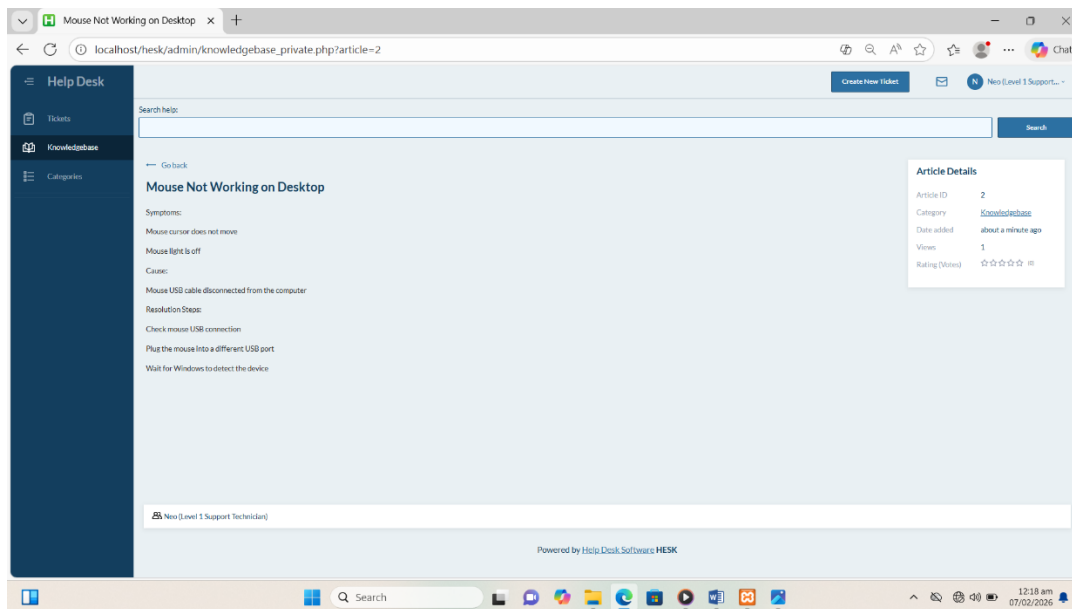
*Each ticket was troubleshooted and resolved by the technician. Root cause, resolution steps, and confirmation of successful fix were documented inside the ticket before closure.*



## Phase 5: Knowledgebase Creation

*Common and repeat issues were converted into knowledgebase articles. Each articles included symptoms, cause, and step-by-step resolution for future reference.*





## Phase 6: Reports

*This section is used to track ticket activity, response times, technician performance, and common problem areas. It helps management monitor helpdesk efficiency and improve IT service delivery.*

